

Customer Service Programming

Illinois Bell Telephone, a subsidiary of American Telephone and Telegraph, provides communications equipment and assistance to Illinois business and residential customers. Located in Chicago, the company's Information Systems Department (photo) is responsible for computer systems development, including software for processing customer requests for new or additional service. Since 1979, the department's programming staff has been using a computer program from the NASA/COSMIC inventory called STRCMACS. Developed by Goddard Space Flight Center, the program provides aids and refinements for structured assembler language programming techniques and also offers "debugging" options.

Illinois Bell reports that its use of the COSMIC program has cut software development costs—perhaps as much as 10 percent—by reducing program maintenance and by allowing the department to bring other software into operation more quickly. The COSMIC program has also proved useful in company training of programming staff.

